

South Carolina
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Post Office Box 8206
Columbia, South Carolina 29202-8206
www.scdhhs.gov

ALL

November 18, 2011

MEDICAID BULLETIN

TO: All Medicaid Providers

SUBJECT: Retirement of Toll Free Eligibility Verification Line

Effective December 31, 2011, the South Carolina Department of Health and Human Services' (SCDHHS) toll free eligibility verification line (1-888-809-3040) will no longer be available. This system is currently used by a small number of providers to validate member eligibility and/or to check the status of the most recent payment from SCDHHS. Providers may access this same information via the free SCDHHS Web Tool.

The SCDHHS Web Tool is an Internet based website available to all South Carolina providers, 24 hours per day, at no charge. An ID is required to access the SCDHHS Web Tool. Providers that do not currently have an ID should contact the Provider Service Center at 1-888-289-0709 and select option 1 by December 12, 2011 to register for training on the system and to obtain a SCDHHS Web Tool ID.

If you have any questions regarding this bulletin, please contact the SCDHHS Medicaid Provider Service Center at 1-888-289-0709 and select option 7. Thank you for your continued support and participation in the South Carolina Medicaid Program.

/s/
Anthony E. Keck
Director